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11044 U.S. PATENT APPLICATION

5-29-01  
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application Transmittal  
Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

IBM Docket No. ROC920010049US1

986 U.S. PTO 09/866231

05/25/01

Sir:

Transmitted herewith for filing is the Patent Application of:

Date: May 25, 2001

Inventor(s): Donald Ray Gillis and Gordon James Smith  
For: SYSTEM AND METHOD FOR COMMUNICATING WITH CUSTOMERS

Enclosed are:

- ☒ Specification, claims and abstract, totaling 19 pages.  
☒ Drawings totaling 2 pages, ☒ Formal ☐ Informal.  
☒ Declaration and Power of Attorney, totaling 2 pages.  
☒ Assignment  
☒ Recordation Form Cover Sheet  
☒ Return Receipt Postcard

FEE CALCULATION					
Fee Items	Claims Filed	Included With Basic Fee	Extra Claims	Fee Rate	Total
Total Claims	35	-20=	15	X\$18.00	\$270.00
Independent Claims	7	-3=	4	X\$80.00	\$320.00
Basic Filing Fee				\$710.00	\$710.00
TOTAL FEES					\$1300.00

- ☒ The Commissioner is hereby authorized to charge \$1300.00 to IBM Corporate Deposit Account No. 09-0465.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to IBM Corporate Deposit Account No. 09-0465. A duplicate copy of this transmittal is enclosed.  
☒ Any additional filing fees required under 37 C.F.R. 1.16  
☒ Any patent application processing fees under 37 C.F.R. 1.17  
☒ Please address all future correspondence to: **Dugan & Dugan, L.L.P.**  
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## CERTIFICATE OF MAILING UNDER 37 CFR 1.10

I hereby certify that, on the date shown below, this correspondence is being deposited with the United States Postal Service in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231 as "Express Mail Post Office to Addressee" Mailing Label No. EK956321836US on May 25, 2001

Name of person mailing paper: Valerie G. Dugan

Signature  
Valerie G. DuganDate  
5/25/01

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